



Federal Communications Commission
Washington, D.C. 20554

FILED/ACCEPTED

OCT - 8 2010

Federal Communications Commission
Office of the Secretary

October 7, 2010

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Consumer Information and Disclosure Public Notice CG Docket No. 09-158, CC Docket No. 98-170, WC Docket No. 04-36

Dear Ms. Dortch:

On September 29, 2010, the FCC met with broadband internet service providers to discuss technical issues related to the Commission's trial for testing and measurement of fixed broadband performance.¹ A full list of the meeting attendees and the meeting agenda is attached.²

Discussions focused on updates from SamKnows on current schedules and progress of trial, review of ISP comments on testing methodologies, and discussion of stakeholders' code of conduct for participation in trial and trial participants' terms and conditions.

Alex Salter presented a project update on the current SamKnows broadband study discussing details on the status of the panel selection, participant communications and support, and test methodologies.³ Mr. Salter fielded questions and identified next steps for these topic areas.

Walter Johnston and James Miller of the Commission's Office of Engineering and Technology presented current drafts of the stakeholders code of conduct and the trial participants terms and conditions agreement. James Miller, also provided an update on the current status on the request to OMB to make revisions to the program's Paperwork Reduction Act approval.

The group discussed the trial timeline and future milestones, and proposed that a meeting be held in the coming weeks to review progress. Commission representatives also shared plans for an open meeting to be held in October to provide an update on the trial and seek public input on the progress of the program.

Sincerely,

for Joel Gurin, Chief
Consumer and Governmental Affairs Bureau

Walter Johnston, Chief
Electromagnetic Compatibility Division/OET

¹ See Consumer Information and Disclosure Public Notice CG Docket No. 09-158, CC Docket No. 98-170, WC Docket No. 04-36, Public Notice, DA 10-670 (rel. April 20, 2010), available at http://fjallfoss.fcc.gov/edocs_public/attachmatch/DA-10-670A1_Rcd.pdf.

² The agenda is attached in this filing as Attachment A.

³ The presentation is attached in this filing as Attachment B.

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List A B C D E

Attendees

Name	Organization
Ken Ko	Adtran
Hank Hultquist	ATT
Jim Smith	ATT
LaDonna Hagler	ATT
Mike Pfau	ATT
Pat Casey	ATT
Paul Jamieson	Cablevision
Kevin McBride	Centurylink
Mike Bugenhagen	Centurylink
Jason Livingood	Comcast
Mary McManus	Comcast
John Jay	Corning
Stuart Cassell	Cox
Linda Trickey	Cox
David Tannenbaum	FCC
James Miller	FCC
Jay Bennett	FCC
Kevin King	FCC
Lynn F. Ratnavale	FCC
Roger Woock	FCC
Walter Johnston	FCC
Mike Saperstein	Frontier Communications
Steve Lai	Frontier Communications
Dave Horne	Intel
Jeff Sedayao	Intel
Jim Partridge	NCTA
Steve Morris	NCTA
Dan Meredith	New America Foundation
Mary Retka	QWest
Alex Salter	SamKnows
Neil Campbell	SamKnows
Sam Crawford	SamKnows
Chris Stegrim	Time Warner Cable

Lee Howard	Time Warner Cable
Terri Natoli	Time Warner Cable
Daniel Stoller	Time Warner Cable
Genie Barton	US Telecom
Chris Martin	Verizon
David Young	Verizon
Donna Epps	Verizon
Kitty O'Hara	Verizon
Mark Montano	Verizon
Tim Schmidt	Verizon
Frank Scueneman	Windstream
Jennie Chandra	Windstream

Attachment A

Agenda Broadband Measurement Meeting

9/29/10

6B-516

Dial In: 866 793 7097

Code 6909984

- Current Project Status
- Discussion/Status of Group Agreements/Filings
 - Code of Conduct
 - T&C
 - OMB/PRA
 - SamKnows Working Agreements
- Make-up and Management of the Study Panelists
 - Composition of Test Panel
 - Considerations
 - Panelist-facing documentation
 - Panelist data validation and panelist consent
 - Management of test panel
 - Test Panel Operational Support
- Further Discussion of Test Technology and Methodology Issues
 - 3rd Party Review
 - Functionality and Performance of the testing hardware and software
 - ISP “White box” testing
 - Other technical issues potentially affecting test results
- Processing/Reporting of Test Results
 - Objectives
- Other Issues

Attachment B

Collaborative Meeting

29 September 2010

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Meeting Agenda

1. Project Update
2. Panel Selection
3. Participant Communications & Support
4. Test Methodology

Project Update

Update on Documentation

- *What is the status of the Project Documentation?*
 - NDAs - majority of NDAs now in place
 - Code of Conduct
 - Terms & Conditions
 - OMB / PRA update

Update on Schedule

- *What are the latest timings, what are the dependencies?*
 - 5,000 Netgear routers at DCL awaiting instructions
 - Speed test email successfully sent/answered
 - Terms & Conditions to be sent shortly
 - Initial Participants to be selected

Update on Test Nodes

- *What is the status of the Test Node Program?*
 - ISP donated nodes total 65
 - M-Labs nodes fully functional, total 48
 - SamKnows looking to deploy dedicated National test nodes as control

Test White Boxes

- *Can SamKnows light-up the ISP 'test' White Box?*
 - MIT and Georgia Tech overview
 - ISP test White Box to be switched-on
 - One White Box per ISP
 - To be activated as if it is a Participant

Panel Selection

Panel Overview

- *What is the distribution of the 25k volunteer panel?*
 - Over 1,000 ISPs
 - Cable, DSL, Fiber, Satellite, Wireless
 - Service tiers range from 0.768Mbps to 100Mbps
 - Volunteers from all 50 States

General Panel Questions

- *Will the ISPs be able to provide feedback during the 'TEST PHASE'?*
- *Will heavy users be excluded from the testing?*
- *Will ISPs be able to assist in recruitment?*

Participant Communications & Support

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ISP Access to Participant Emails

- *Can ISPs see the Participant Emails?*
 - ISPs to set-up a 'Participant' email
 - One per ISP, (subject to Code of Conduct)
 - This email will be sent all relevant Participant communications
 - ISPs will be able to raise any issues with SamKnows

Installation Process

- *What is the installation process?*
 1. Customer receives unit
 2. Directed to SamKnows.com by flier
 3. Enters email address
 4. Given bespoke instructions (circulate example)

ISP Support

- *What CRM system is SamKnows using?*
- *What extensions are available?*
- *What should an ISP do if a Participant contacts them and there is no issue with the Connection?*
- *How to co-ordinate an overlap in support between SamKnows and ISPs? (Discussion)*

Panel Management

- *When will ISPs receive the list of Participants?*
- *What is the duration of the trial?*
- *What happens when Participants change ISP/ service tier?*
- *How frequently will SamKnows validate the Participant information?*

Test Methodology

Website Test

- *How many websites are being tested?*
- *What data is recorded?*
- *Is this representative?*
- *How will website congestion be accounted for in the tests?*

Speed Test

- *Can the data consumption be reduced?*
- *What data is recorded during this test?*
- *Why not measure the actual throughput on the NIC level?*
- *Please detail the process of the 'Warm-up' phase?*

Video Streaming

- *What are the buffer sizes for the streaming video simulation?*

VOIP Test

- *Can you specify the spacing and size that will be used for the VoIP testing?*

Availability Test

- *Our understanding is that 'Availability' is confirmed if a connection is established to any of the 3 servers. Can you confirm that this is correct?*

DNS Test

- *What DNS details will SamKnows require from ISPs?*

Data Collection Service

- *If the results of the tests are uploaded hourly, can you tell us the anticipated time lag between the upload and data being available via the reporting system?*

Further Questions...

-END-